

Appl. No. 09/878,630  
Amult. Dated June 30, 2004  
Reply to Office Action of April 9, 2004

### AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions, and listings, of claims in the application:

1. (Currently Amended) A virtual technician for assisting a user to operate a radiotelephone, the virtual technician being capable of interpreting a technical request and providing a solution for the request, the virtual technician comprising:

a computer readable memory on which is stored a computer program, the computer program comprising instructions, when executed by a computer, perform the steps of:

receiving a user problem from a user input;  
receiving manufacturer data;  
receiving radiotelephone model data;  
prompting a user to select a high level description of the problem;  
receiving a specific symptom of the problem;  
searching for an answer to the user problem stated by the user input; and  
displaying the answer to the user.

2. (Original) The virtual technician of claim 1, wherein the computer program is executed in a client environment.

3. (Original) The virtual technician of claim 1, wherein the computer program is downloaded to a client environment and executed in its entirety in the client environment.

4. (Original) The virtual technician of claim 1 further comprising playing a video file associated with the answer.

5. (Original) The virtual technician of claim 4, wherein the video file is a MPEG (moving pictures experts group) file.

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6. (Original) The virtual technician of claim 1 further comprising a database residing in the computer readable memory, the database storing information on a plurality of radiotelephones.

7. (Original) The virtual technician of claim 1 further comprising a database residing in the computer readable memory, wherein the database stores the answer to the user problem.

8. (Original) The virtual technician of claim 1, wherein the computer program further performs the step of changing features of the radiotelephone.

9. (Currently Amended) The virtual technician of claim 1, wherein the computer program further performs the step of displaying a list of the specific symptoms.

10. (Currently Amended) A method for providing operational instructions of a radiotelephone to a user, the method comprising:

- displaying a first menu in an instruction window, wherein the first menu lists a plurality of radiotelephone manufacturers;
- accepting a selection of a manufacturer;
- displaying a second menu list of subject topics in the instruction window, wherein the content of the second menu of options depends on the selection of the first option;
- ~~accepting a selection of a second option;~~
- prompting a user to select a high level description of a problem when a trouble shooting task is selected among the list of the subject topics;
- displaying specific symptoms of the problem;
- accepting a selection of the specific symptoms;
- searching a database for a response, wherein the search uses the manufacturer's information; and
- displaying the response in a response window.

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11. (Original) The method of claim 10 further comprising displaying a video in a video window.

12. (Canceled)

13. (Original) The method of claim 10 further comprising displaying a third menu, wherein the third menu is a list of models of radiotelephones.

14. (Currently Amended) A method for assisting a user to program a radiotelephone, the method comprising:

receiving first menu data from a server, wherein the first menu data is at least one of programming instructions, trouble shooting tips and radiotelephone features;

displaying the first menu on a display device;

accepting a first menu selection from the user; and

changing internal settings of the radiotelephone based on the user's first menu selection.

15. (Original) The method of claim 14 further comprising retrieving manufacturer information from a first register in the radiotelephone; and  
retrieving model information from a second register in the radiotelephone.

16. (Original) The method of claim 14 further comprising displaying a second menu, wherein the second menu is a list of radiotelephone models.

17. (Original) The method of claim 14 further comprising displaying a second menu, wherein the second menu is a list of symptoms of radiotelephone malfunctions.